PHYSICAL EVALUATON BOARD LIAISON OFFICER CONFERENCE

TRICARE

MAY 2004

CDR EDWARD S. PISKURA, JR., MSC, USN

TOPICS FOR DISCUSSION

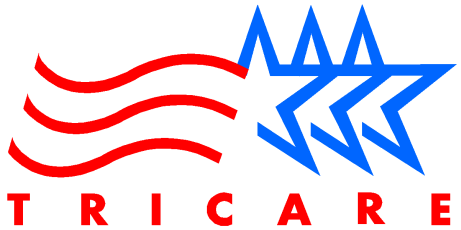
- HIPAA/Certificate of Creditable Cover
- CHCBP
- NDAA
- HA/TMA/OSD(HA)
- TAMP/TDRL
- “The Next Generation”
- Retiree vs. Separatee
- BCAC/DCAO
- DEERS
- TGRO

What is TRICARE?

A Healthcare Program Using Military Healthcare as the Main Delivery System

- Augmented by a Civilian Network of Providers and Facilities

- Serving our Active Duty, Their Families, and Retired Military/Families World Wide



Eligibility

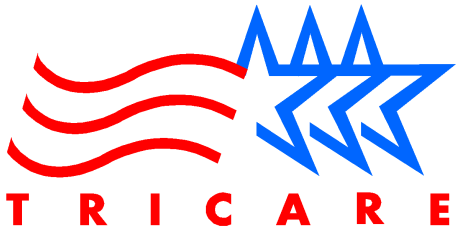
- DEERS, DEERS, DEERS
- Children 21/23
- Unremarried widow/widower
- Former spouses

TRICARE Options

- **TRIPLE OPTION**

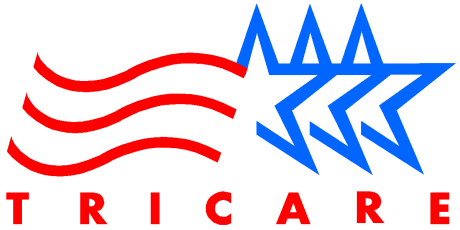
- **TRICARE Prime** *HMO Option*
  (Requires Enrollment and Cost Shares)
- **TRICARE Extra** *PPO*
  (Deductibles and Cost Shares)

- **TRICARE Standard** *Standard*
  CHAMPUS (Fee For Service)



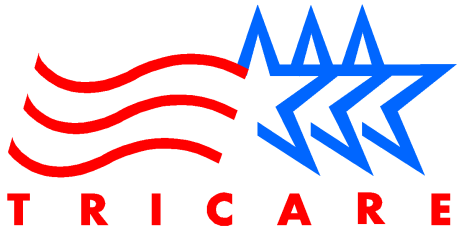
Prime

- Provides comprehensive health care at a low cost
- Select/assigned to a primary care manager (PCM)
- Annual enrollment fee $230 ind/$460 fam
- Enrollment is “portable” and can be “split”
- Access to care standards



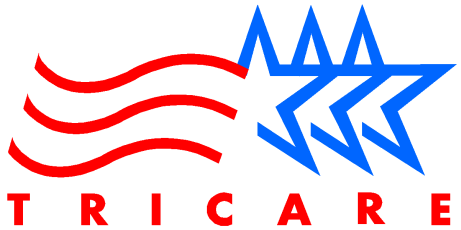
Prime Costs

- Point of Service (POS)
- Inpatient
  - Civilian: $11/day or $25 min.
  - MTF: Ret. Officer $8.10/day; all others$12.72 day
- Outpatient
  - $12.00/visit for non-MTF Primary Care
  - Various co-payments for other services
- Catastrophic cap



Standard/Extra

- Old CHAMPUS program
- Standard/Extra work the same
- Get provider directory from TSC
  - Pay less when use network (Extra)
- Freedom of choice . . . . . at a cost



TRICARE for Life

- Health care for Medicare-eligible beneficiaries 65 and over
- Must be enrolled in Medicare Part B
- Must have current address in DEERS and valid ID
- Acts as secondary payer to Medicare
- Acts as third payer with other health insurance (OHI)

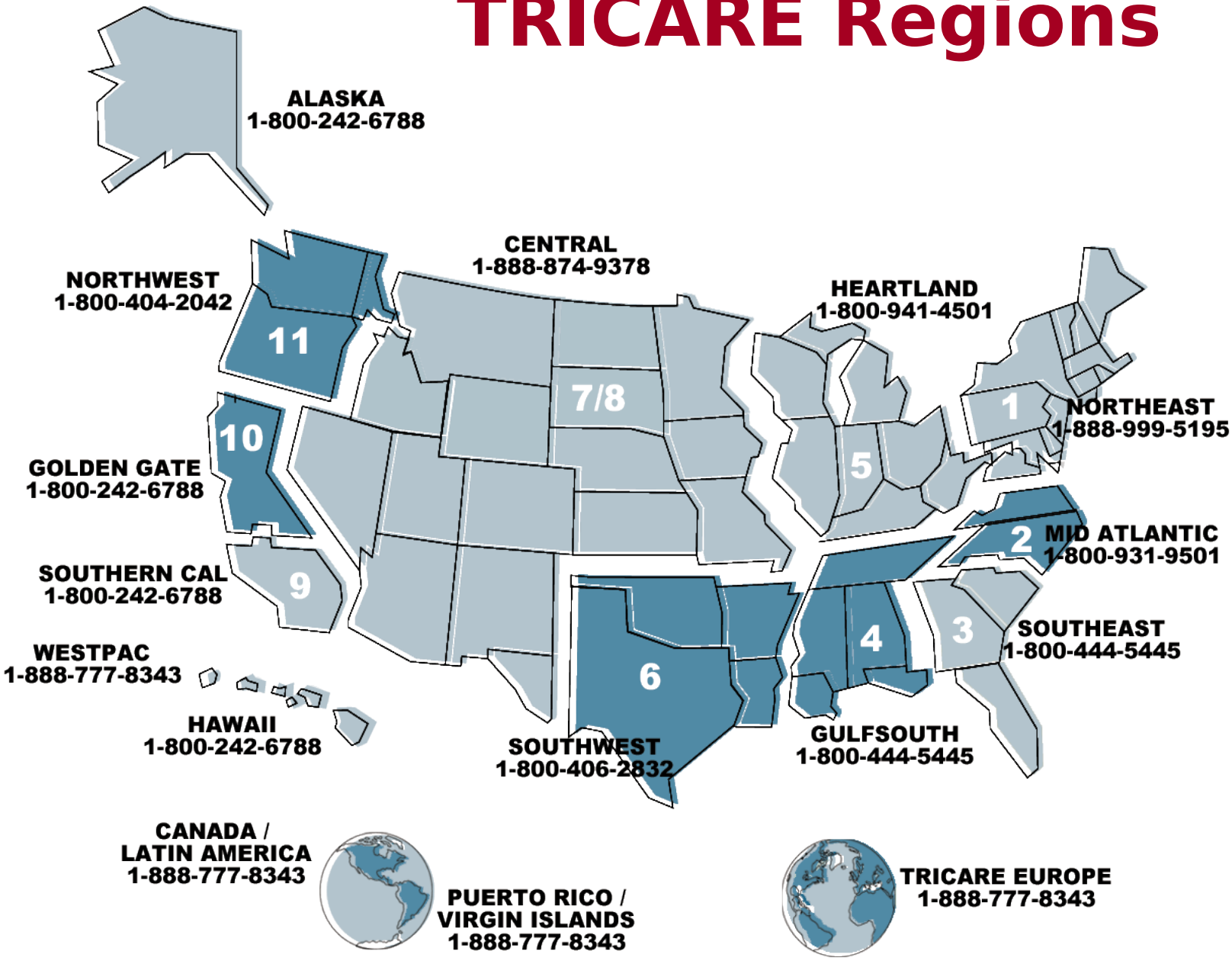
TRICARE Pharmacy Program

Place of Service	Generic	Brand Name
MTF Pharmacy	$0	$0
TMOP up to a 90 day supply	$3	$9
Retail Network Pharmacy (up to a 30 day supply)	$3	$9
Non-Network Pharmacy	1. $9 or 20% of total cost 2. TRICARE deductibles Apply.(standard only)	(whichever is greater). ($150 per person/ $300 per family

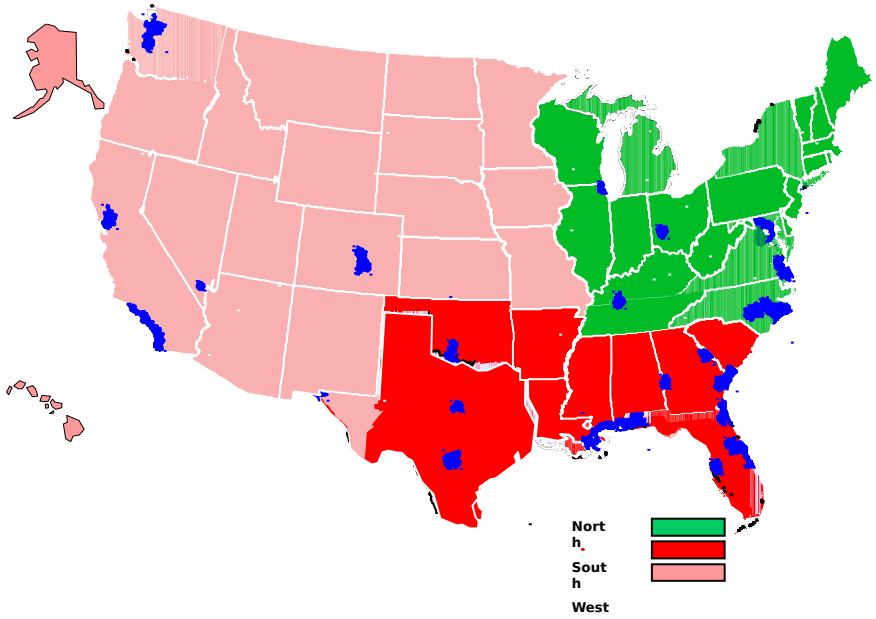
Miscellaneous Info

- Dental
- Hearing Aids – RACHAP/RHAPP
- Cancer Clinical Trials Demonstration Project

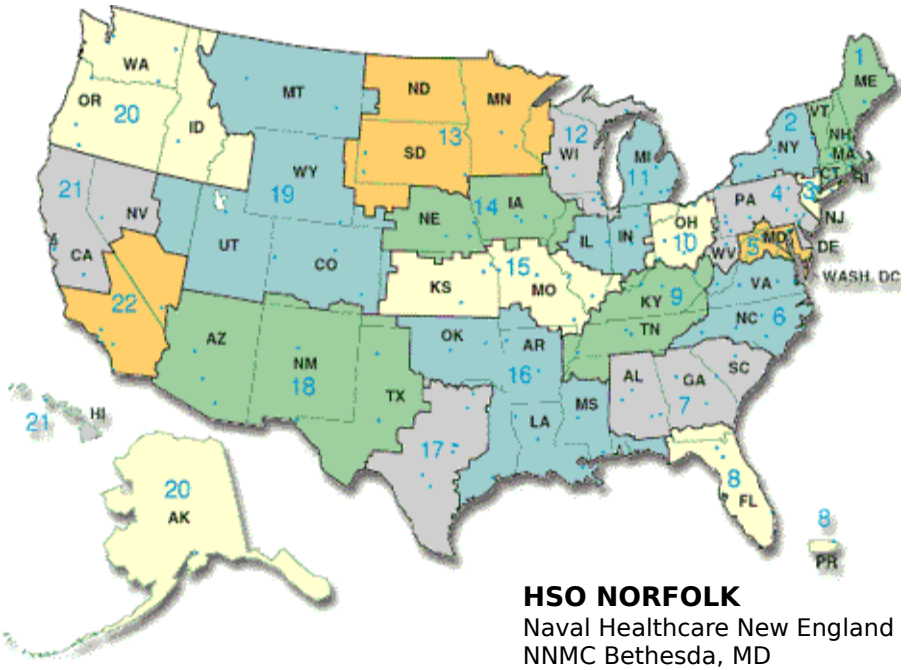
TRICARE Regions



T-NEX TRICARE Regions

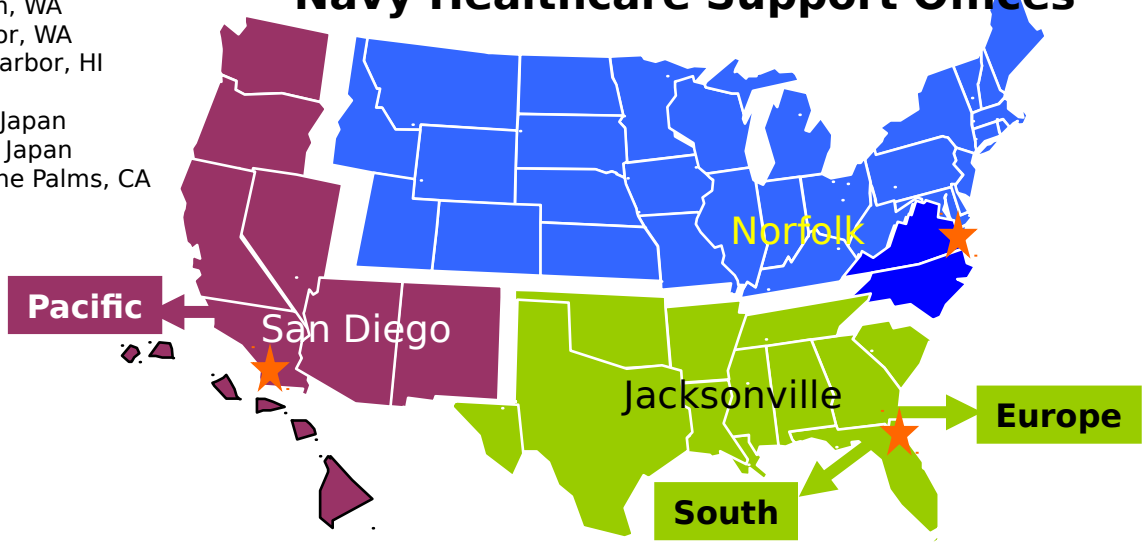


Veterans Integrated Service Networ



HSO San Diego
NMC San Diego, CA
NH Lemoore, CA
NH Camp Pendleton, CA
NH Bremerton, WA
NH Oak Harbor, WA
NMCL Pearl Harbor, HI
NH Guam
NH Okinawa, Japan
NH Yokosuka, Japan
NH Twenty-nine Palms, CA

Navy Healthcare Support Offices



HSO NORFOLK
Naval Healthcare New England
NNMC Bethesda, MD
NMCL Annapolis, MD
NMCL Quantico, VA
NMC Portsmouth, VA
NH Great Lakes, IL
NH Cherry Point, NC
NMCL Patuxent River, MD
NH Camp Lejeune, NC

HSO JACKSONVILLE
NH Pensacola, FL
NH Jacksonville, FL
NH Corpus Christi, TX
NH Beaufort, SC
NH Charleston, SC
NH Guantanamo Bay, Cuba
NH Roosevelt Roads, Puerto Rico
NH Sigonella, Italy
NMCL London, UK
NH Naples, Italy
NH Rota, Spain
NH Keflavik, Iceland

Current TRICARE Regions

Region	TRICARE Contractor
1	Sierra Military Health Services
2/3/4/5	Humana Military Healthcare Services
6	Health Net Federal Services, Inc.
Central	TriWest Healthcare Alliance
9 /10/11/12	Health Net Federal Services, Inc.
TRICARE Alaska	Health Net Federal Services, Inc.

Next Generation of TRICARE Contract Regions

Region	TRICARE Contractor
West	TriWest Healthcare Alliance
North	Health Net Federal Services, Inc.
South	Humana Military Healthcare Services

Information

TRICARE information and policies are on the TRICARE Management Activity's homepage at:

www.tricare.osd.mil

Next Generation of Contracts information is on the TRICARE Management Activity's homepage at:

www.tricare.osd.mil/pmo/t-nex/

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http://www.tricare.osd.mil/

Go Links

TEXT ONLY | A to Z | SEARCH | HELP | WHAT'S NEW | SITE MAP

U.S. DEPARTMENT OF DEFENSE
MILITARY HEALTH SYSTEM

TRICARE: Your Military Health Plan

TRICARE

er Keyword | Entire Site | Go | Topics A to Z | Go

- Military Health System Staff
- TRICARE Providers
- For TRICARE Beneficiaries
- Your TRICARE Benefit
- TRICARE Programs
- You May Be Eligible
- TRICARE Resources
- Getting Help
- TRICARE Brochures
- Other Resources

CARE Factsheets | Go

Factsheets
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ense Enrollment Eligibility
eporting System (DEERS)

CARE Handbook | Go

ident Injury
oholism
oulance
oulance For Maternity
ealing Determinations

sistant Secretary of Defense

Zip Code Search | Go

Eligibility (DEERS) 1-800-538-9552
TRICARE Prime Remote 1-888-363-2273
Mail-Order Pharmacy 1-866-363-8667
Retiree Dental Plan 1-888-838-8737
TRICARE Dental Program 1-800-866-8499
TRICARE For Life 1-888-363-5433
Senior Pharm. Program 1-877-363-6337

TRICARE Overseas

WESTPAC 1-888-777-8343
Europe 1-888-777-8343
Canada/Latin America 1-888-777-8343
Puerto Rico/Virgin Islands 1-888-777-8343

Announcements and News more news

Announcements

Effective **July 1, 2003**, the TRICARE Information Call Center (TIC) will have new hours of operation.

TRICARE For Life and TRICARE Senior Pharmacy Benefits Not Affected by Supreme Court Decision on Class Action Lawsuit.

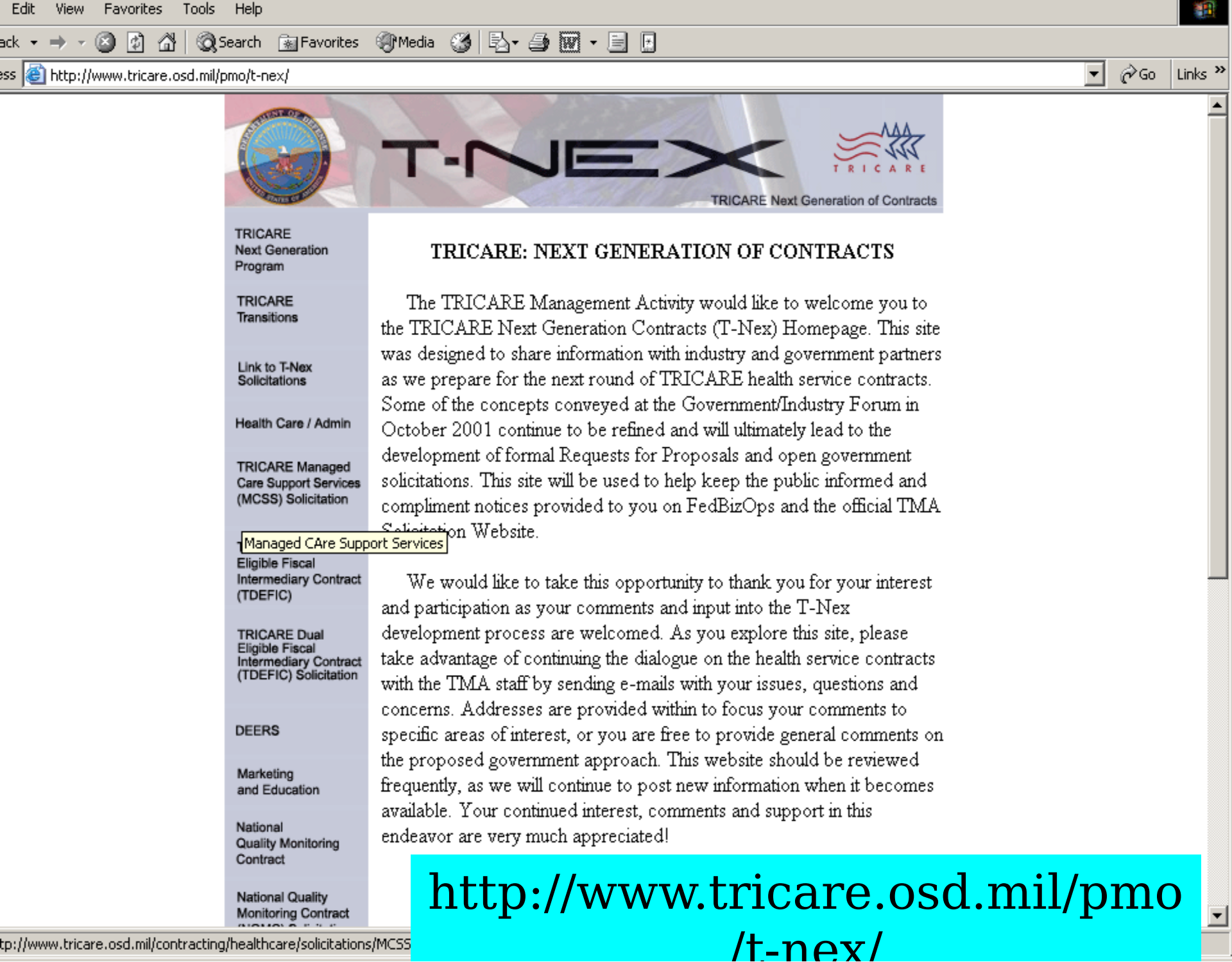
RADM Thomas F. Carrato
THE HEROES OF TRICARE

TRICARE Quick Links

- TRICARE At A Glance
- TRICARE Dental
- TRICARE Pharmacy
- Provider Directory
- Medical Facilities
- Claims
- Fact Sheets
- FAQs
- News Releases
- Media Readiness Room
- TRICARE Handbook Now Interactive
- TRICARE Online
- TRICARE Help
- Toll Free Numbers

tp://tricare.osd.mil/regionalinfo/list.cfm?RegionID=6

Internet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http://www.tricare.osd.mil/pmo/t-nex/
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T-NEX
TRICARE
TRICARE Next Generation of Contracts
TRICARE Next Generation Program
TRICARE Transitions
Link to T-Nex Solicitations
Health Care / Admin
TRICARE Managed Care Support Services (MCSS) Solicitation
Managed CAre Support Services
Eligible Fiscal Intermediary Contract (TDEFIC)
TRICARE Dual Eligible Fiscal Intermediary Contract (TDEFIC) Solicitation
DEERS
Marketing and Education
National Quality Monitoring Contract
National Quality Monitoring Contract
TRICARE: NEXT GENERATION OF CONTRACTS
The TRICARE Management Activity would like to welcome you to the TRICARE Next Generation Contracts (T-Nex) Homepage. This site was designed to share information with industry and government partners as we prepare for the next round of TRICARE health service contracts. Some of the concepts conveyed at the Government/Industry Forum in October 2001 continue to be refined and will ultimately lead to the development of formal Requests for Proposals and open government solicitations. This site will be used to help keep the public informed and compliment notices provided to you on FedBizOps and the official TMA Solicitation Website.
We would like to take this opportunity to thank you for your interest and participation as your comments and input into the T-Nex development process are welcomed. As you explore this site, please take advantage of continuing the dialogue on the health service contracts with the TMA staff by sending e-mails with your issues, questions and concerns. Addresses are provided within to focus your comments to specific areas of interest, or you are free to provide general comments on the proposed government approach. This website should be reviewed frequently, as we will continue to post new information when it becomes available. Your continued interest, comments and support in this endeavor are very much appreciated!
http://www.tricare.osd.mil/pmo/t-nex/
tp://www.tricare.osd.mil/contracting/healthcare/solicitations/MCSS

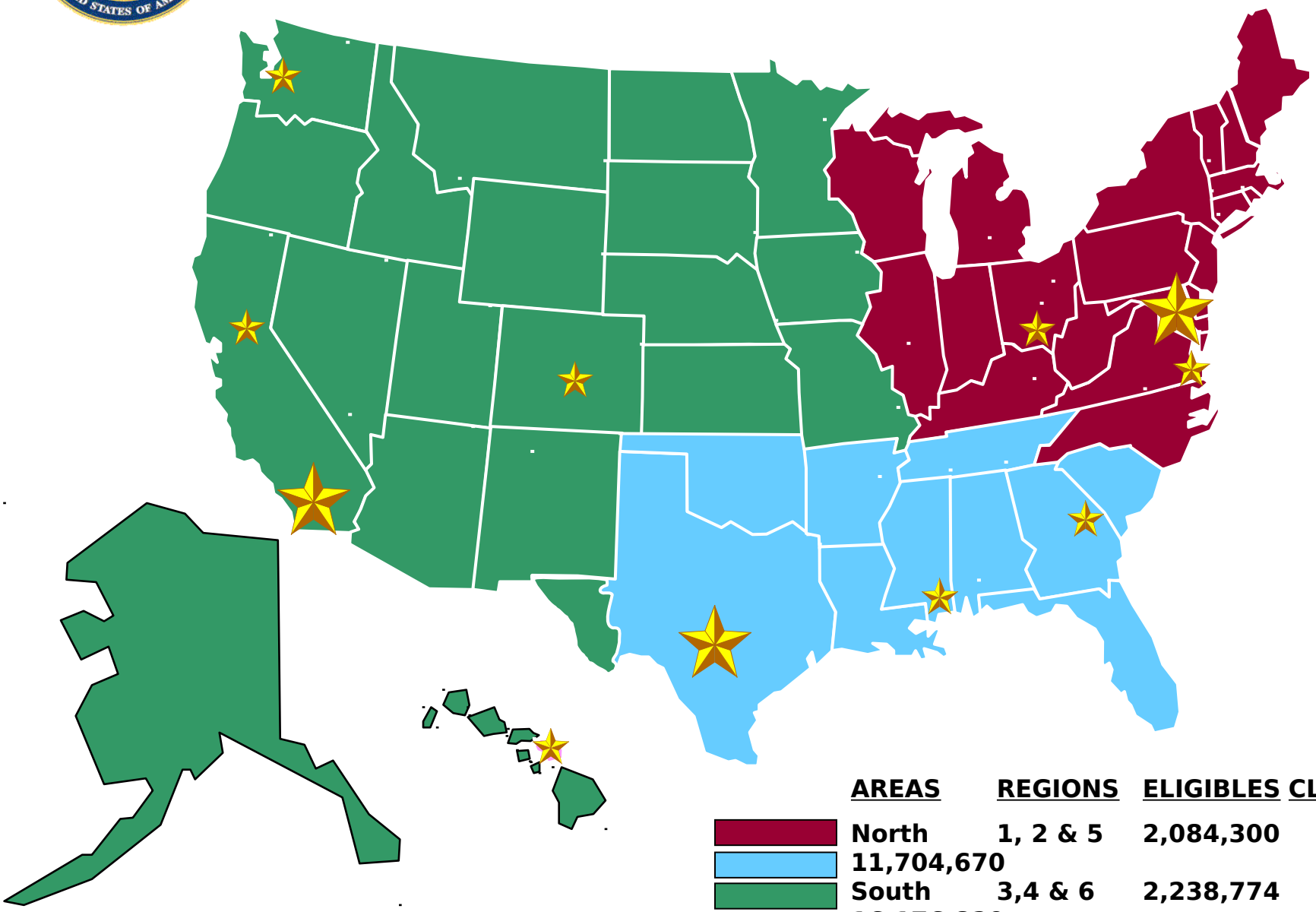
TRICARE Provides Real Choice

TRICARE OPTIONS	Enrollment Fee	Co-Pay	Deductib
Prime (HMO)	No for Active Duty & Family Members Yes for Retirees & Family Members	No Yes	No
Extra (PPO)	No	Yes	Yes
Standard CHAMPUS	No	Yes	Yes

Access Standards

- TRICARE Prime Access Standards
- **Emergency Care (911 or Nearest Emergency Room)**
  - 24 Hours a Day, 7 Days a Week
- **Primary Care Wait Times**
  - 1 Day - Acute Illness
  - 1 Week - Routine Visit
  - 1 Month - Well Visit
- **Well/Specialty Care Wait Times**
  - 1 Day - Urgent Care
  - 1 Month - Routine Visit
- **24 Hour Toll Free Health Care Information Line**
- **24 Hour Toll Free TRICARE Service Line**

Regional Contracts



AREAS	REGIONS	ELIGIBLES	CLAIMS
North	1, 2 & 5	2,084,300	11,704,670
South	3,4 & 6	2,238,774	16,176,829

New Contract Timelines for Start of Health Care Delivery

North:	Region 2/5	1 Jun 04
	Region 1	1 Sep 04
South:	Region 6	1 Nov 04
	Regions 3/4	1 Aug 04
West:	Region 11	1 Apr 04
	Regions 9/10/12	1 July 04
	Central Region	1 Oct 04

Where Beneficiaries Go For Help

- Local Military Treatment Facility (MTF)
- Local TRICARE Service Center (TSC)
- Beneficiary Counselors and Assistance Coordinators (BCAC)
- Debt Collection Assistance Officers (DCAO)

BCAC & DCAO Roles & Responsibilities Overview

- Responsible for casework and resolution for all cases presented
- Assist beneficiary in determining basis for debt collection
- Collect copies of all pertinent documentation; i.e., provider bills and notices, TRICARE EOBs, letters from providers/credit reporting agencies, etc.
- Obtain Privacy Act Notice from beneficiary
- Assign case number and maintain tracking sheet
- Notify provider(s), collection or credit reporting agency that beneficiary's case is under review.
- Adhere to predetermined reporting requirements of TMA as outlined in the DCAO Training Guide

BCACs & DCAOs are here for YOU!

- Major Customer Service Initiative
- Legislative Mandate
- Expert Assistance -- Utilize Them!
- World-wide listing on web
  - http://www.tricare.osd.mil/bcacdirectory.cfm
  - http://www.tricare.osd.mil/dcao/

Where TFL Beneficiaries Go For Help

- Senior Pharmacy
  - 1-877-DOD-MEDS
- TRICARE For Life
  - 1--888-DOD-LIFE
- www.TRICARE.osd.mil
- Local MTF
- Retiree Affairs Offices
- National Mil Coalition/Mil Vets Alliance

Summary Of Pertinent Sections Of NDAA For FY04

KEY PROVISIONS UNDER THE NEW LEGISLATION INCLUDE:

Temporary Provisions

- **Section 702:** TRICARE Coverage for Members of the Ready Reserve and Their Families
- **Section 703:** Earlier Eligibility Date for TRICARE Benefits for Members of Reserve Components (RC)
- **Section 704:** Extension of Transitional Health Care Benefits
- **Section 706**: Limitation on FY 2004 Outlays for Temporary Reserve Health Care Programs

Summary Of Pertinent Sections Of NDAA For FY04

KEY PROVISIONS UNDER THE NEW LEGISLATION:

Permanent Provisions

- Section 701: Medical and Dental Screening and Care for Members of Ready Reserve Alerted for Mobilization
- Section 707: TRICARE Beneficiary Counseling and Assistance Coordinators for Reserve Component Beneficiaries
- Section 708: Eligibility of Reserve Offices for Health Care Pending Orders to Active Duty Following Commissioning

Transitional Health Care Benefits

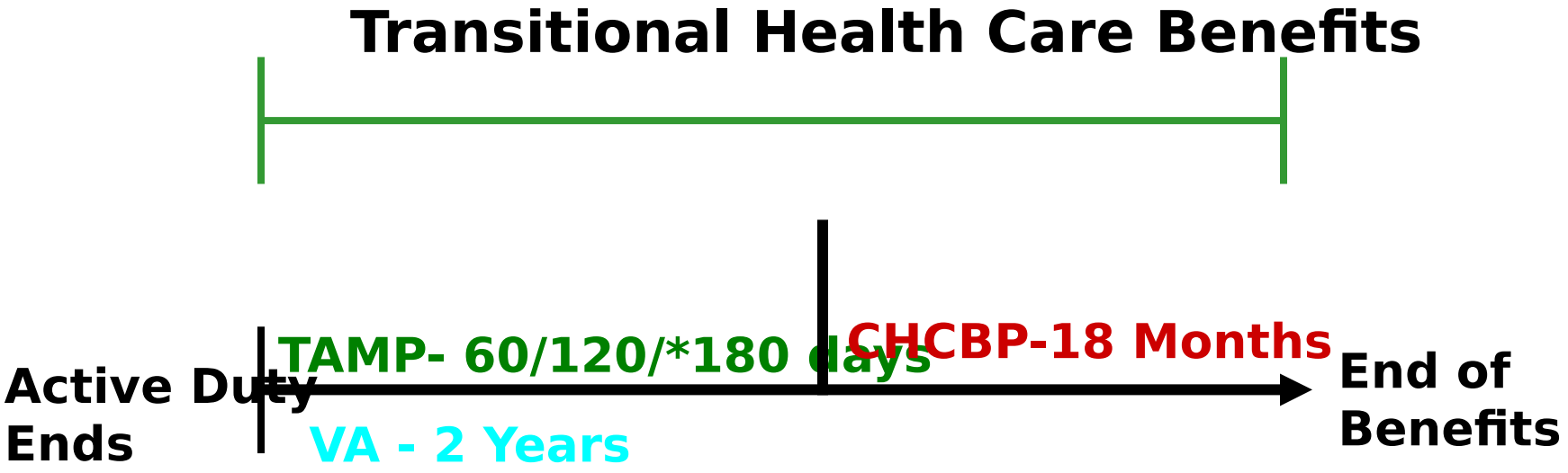
- **Transitional Health Care Benefits for Service Members:**
  - Length of benefits after separation: 180 days until December 31, 2004
  - On January 1, 2005, the period for which a member is provided transitional health care will revert back to 60 or 120 days
  - Family members of eligible service members who separated on or after Jan. 1, 2002, are eligible for transitional health care

Continued Health Care Benefit Program

Continued Health Care Benefit Program (CHCBP):

- **CHCBP provides a conversion health plan similar to TRICARE Standard for a specific period of time**
- **Eligible persons must enroll in the CHCBP within 60 days after separation from active duty or loss of eligibility for military health care**

Transitional Benefit Timeline



TAMP: Transition Assistance Management Program

***180 days reverts back to 60 or 120 days on 1 JAN 0**

CHCBP: Continued Healthcare Benefit Program

VA : Department of Veterans Affairs

Transitional Healthcare Benefits

- Transition Assistance Medical Benefit (TAMP)
  - NDAA FY04-TAMP available for 180 days following separation from a contingency operation of 31 days or more
    - Effective for separations that occur on or after November 6, 2003
    - Available regardless of years of cumulative active federal service
    - Members and family members are eligible for Prime (if in Prime location), Extra, or Standard and are eligible for the Nationwide TRICARE Reserve Family Member Demonstration Project
    - Members and families are not eligible for TPR or TPRADFM
    - Temporary benefit reverts to previous benefit of 60 or 120 days on January 1, 2005 unless otherwise extended by law

TRICARE Reserve Family Demonstration Project

- Eligibility for Demonstration Project
  - Families of RC Soldiers called to active duty for periods of more than 30 days in support of operations that result from the September 11, 2001 terrorist attacks
  - Examples include Operation ENDURING FREEDOM,Operation NOBLE EAGLE, Operation IRAQ FREEDOM
  - Extended through October 31, 2004

Demonstration Project Components

- **Waiver of TRICARE Standard Annual Deductible**
  - Participants are not required to pay the annual deductible for TRICARE Extra or Standard
  - Participants are only responsible for their co-payment (15% for Extra, 20% for Standard)
- **Waiver of the TRICARE Maximum Allowable Charge (TMAC) Under TRICARE Standard**
  - Some non-participating providers may charge up to 15% above the TMAC for services
  - Participants will not be responsible for these charges, TRICARE will cover them
- **Waiver of Non-Availability Statement (NAS) Requirement for Non-Emergency Inpatient Care**

Continued Healthcare Benefit Program (CHCBP)

- Provides healthcare benefits similar to TRICARE Standard
  - Member must enroll within 60 days after separation from AD or loss of eligibility for military healthcare
  - 18 Months
  - Quarterly premiums paid by member
- Humana Healthcare Services
  - 1-800-444-5445
  - www.humana.military.com

Healthcare in Remote Locations

- During and after TAMP eligibility has expired, RC members are authorized healthcare through TRICARE authorized providers for treatment associated with confirmed LOD injury or disease until resolved or medical condition cannot benefit from further care
  - RC members who live (home address) and work (RC duty location) more than 50 miles or one-hour drive time from a Uniformed Services Military Treatment Facility (USMTF) should request authorization for care through their RC Command to the Military Medical Support Office
  - RC family members do not have eligibility to TRICARE after TAMP eligibility period

Veterans Affairs (VA) Health Care Benefits.

- Under 38 Code of Federal Regulation, RC members who served on active duty in a theater of combat may be eligible for VA healthcare in association with service-connected medical conditions, for 2 years after demobilization
- RC members activated for federal duty, with no duty in a theater of combat, can also qualify for VA health care services. Eligibility depends on length of active military service and the character of discharge or release
- Coordinate VA healthcare enrollment with VA Liaison personnel prior to RAD
- Complete information is available at http://www.va.gov/

Dental Benefits

- **Eligibility for Active Duty Dental Care Stops upon RAD for:**
  - the Active Duty Remote Dental Program, and
  - Military Dental Treatment Facility Referred Dental Care
- **Space Available Care at a Military Dental Treatment Facilities may be available**
  - DTF and MTF locator available at http://www.tricare.osd.mil/mtf
- **Contact the nearest Veterans Administration Facility for dental care (and medical care) eligibility upon REFRAD at:**
  - http://www.vba.va.gov/EFIF/

Dental Benefits

(continued)

- **May enroll in TRICARE Dental Program (TDP). TDP is a separate program from Transitional Healthcare Benefits.**
  - RC members who were enrolled in TDP prior to active duty will be automatically reenrolled in TDP
  - RC members should contact UCCI to confirm enrollment prior to seeking treatment for themselves or their family members
  - Family members enrolled after the first 30 days of mobilization must meet 12 month initial enrollment requirement (unless Soldier is REFRAD)
  - Family members who were enrolled in TDP prior to release from active duty will continue enrollment at the **full premium** rate

Certificate of Creditable Coverage

- Certifies coverage under the Military Healthcare System while on active duty
- May be required by some employer sponsored insurance plan as evidence of prior health coverage
- The Defense Manpower Data Center Support Office (DSO) will issue certificates automatically upon loss of eligibility
- For questions regarding the Certificate of Creditable Coverage, sponsors and family members may contact the DSO at

  1-800-538-9552

Beneficiary Counseling and Assistance Coordinators (BCAC)

- **To provide individual assistance to beneficiaries with TRICARE problems or concerns.**
  - Beneficiary advocates assist to resolve TRICARE problems and concerns
  - Located at each MTF (local call) and at each Lead Agent office (toll free)
  - For additional information and a list of BCACs in your area: http://www.tricare.osd.mil/bcacdirectory.cfm

Debt Collection Assistance Officer (DCAO)

- Beneficiary advocates whose top priority is to assist beneficiaries with individual debt settlement arising from TRICARE claims.
  - Located at each MTF and Lead Agent office
  - DCAOs research claims and determine appropriate resolution
  - Contact all necessary agencies (TMA, TRICARE contractors, debt collectors, etc.)
  - Provide written documentation to credit agencies as needed
  - Additional information and directory can be accessed at http://www.tricare.osd.mil/dcao

TRICARE INFORMATION RESOURCES

- **TRICARE**
  - http://www.tricare.osd.mil
- **TRICARE Prime Remote**
  - http://www.tricare.osd.mil/remote
  - http://www.mmso.med.navy.mil
- **Beneficiary Counseling and Assistance Coordinat**
  - http://www.tricare.osd.mil/bcacdirectory.cfm
- **Debt Collection Assistance Officer**
  - http://www.tricare.osd.mil/dcao/
- **TRICARE Benefits for Activated Reservist, Nation and Their Family Members**
  - http://www.tricare.osd.mil/reserve/index.cfm
- **TRICARE Help E-Mail Service (THEMS)**
  -TRICARE_help@amedd.army.mil

Additional Resources

- **Humana Health Services (CHCBP)-- 1-800-444-5445**
  - http://www.humana-military.com
- **United Concordia (TDP)--1-800-866-8499**
  - http://www.ucci.com
- **DMDC Support Office (DEERS)--1-800-538-9552**
  - http://www.dmdc.osd.mil
- **Deployment Health--866-796-9699**
  - http://www.deploymenthealth.mil/

PATRIOTISM is not a short and frenzied outburst of emotion, but the tranquil and steady dedication of a lifetime…